

STATE OF WASHINGTON

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# Windows 2000 Steering Committee

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***DRAFT***

Vision and Scope  
for the Windows 2000  
Enterprise Forest

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## CURRENT BUSINESS ENVIRONMENT

Currently State of Washington agencies have separate, multiple Windows NT domains that do not facilitate the sharing of appropriate information between the agencies.

## VISION

### Long Term Vision

The State of Washington Windows forest architecture will be a secure environment in which Active Directory objects are available to appropriate personnel of participating state agencies to support the view of one government to citizens, businesses, and other governments.

### Short Term Vision

The first release of the State of Washington Windows 2000 single forest will be a secure environment in which Active Directory objects allow each participating state agency to operate independently of other state agencies while improving systems administration, reliability, and security. It will preserve the existing Exchange organization and prepare the foundation for Exchange 2000.

The next key release would enable Exchange 2000 implementations and enable agencies to share objects securely.

## SCOPE

### Long Term Scope

The State of Washington Windows forest architecture will be available for state agencies to join, based on meeting well established and published criteria for participation.

The State of Washington Windows forest will support networking operations, file and print, messaging and collaboration including Exchange, and applications.

### Short Term Scope

The initial scope of the State of Washington Windows 2000 single forest will focus on the networking operating system for security, reliability, and improved systems administration.

## SUCCESS METRICS

Metrics that will be used to determine the success of the State of Washington Windows 2000 enterprise forest are:

- Established, thoroughly tested and accepted processes are approved by the Steering Committee and in place by the end of May 2001 so that state agencies may join the state's Windows 2000 enterprise forest. (This includes the process for joining the state forest.)
- Agencies are involved in planning the state's Windows 2000 enterprise forest and are able to implement the state's multiple agency forest.
- Problems within one domain of the state's enterprise forest are not allowed to proliferate to other domains in the state's enterprise forest.
- Business models and technical templates are available by the end of May 2001 for agencies to join the state's enterprise forest.
- Established criteria for agencies to join the enterprise forest are available by the end of May 2001. The criteria will be limited to only those issues that have enterprise forest impacts as determined by the Steering Committee.

## RISK MITIGATION

Each project has a number of risks that can hinder success of the solution. To minimize the impact upon success, the risks should be identified as early as possible and plans developed to mitigate the risks.

Following are the greatest risks to the success of the State of Washington Windows 2000 enterprise forest and a brief description of how the risks will be mitigated. (Other risks that are identified should be documented in a risk assessment worksheet including impact, probability, etc. as part of regular project management.)

1. Lack of management's understanding of the business value of migrating from Windows NT4.0 to Windows 2000 may negatively impact the buy-in and support of Windows 2000 as a strategic technology to pursue the vision of Digital Washington for better, faster, cheaper service to businesses and citizens.

**Risk Mitigation:** *Hold a facilitated session with the Steering Committee to identify the business values, benefits, and how the technology supports them.*

2. If management does not understand the benefits of migrating to a state Windows 2000 enterprise forest, it is anticipated that key agencies and less than 50% of the agencies will migrate to Windows 2000 in the next biennium.

**Risk Mitigation:** *Hold a facilitated session with the Steering Committee to identify the business values, benefits, and how the technology supports them. Communicate the purpose, business value and frequently asked questions and answers for Windows 2000 at all levels, including the CAB, SIG's, etc.*

3. Lack of understanding of implementing and operating a Windows 2000 enterprise forest in the state's complex environment, when Active Directory is a new Windows technology, could result in a less than optimal implementation, technical problems, and business interruptions.

**Risk Mitigation:** *Ensure technical resources receive Windows 2000 training. Engage MCS to assist with planning and transfer knowledge about migrating to Windows 2000 based on internal Microsoft information and global experience.*

4. If multiple agencies make schema changes to the enterprise forest without coordinating the effort with others in the forest, the integrity of the state's Active Directory may be jeopardized.

**Risk Mitigation:** *Develop a Windows 2000 technical group and a Steering Committee to plan the forest and schema, and provide a mechanism to coordinate schema changes for agencies to leverage. Establish guidelines for naming schema objects. Identify a few technical people responsible for testing and making schema changes, when appropriate. Identify an organization to operate the forest. Establish clear roles and responsibilities for the agencies that participate in the statewide forest and the organization that operates the central forest root servers.*

5. Lack of consensus on schema changes and enterprise administration may result in serious delays to the statewide deployment and ongoing support.

**Risk Mitigation:** *Develop and test a change management process for schema changes, including scenarios and an escalation path.*

6. An agency's internal implementation of Windows 2000 could negatively impact the other agencies' implementation of Windows 2000 in the enterprise forest.

**Risk Mitigation:** *Develop, test, and implement criteria for joining the Windows 2000 enterprise forest. Implement features to block potential negative impacts.*

7. Lack of resources could prevent the state from building upon the Windows 2000 forest implementation for Exchange 2000 and new applications.

**Risk Mitigation:** *Develop project plans for the Exchange 2000 hub and coordinate with the resources in agencies as they plan for and deploy Exchange 2000. Actively involve developers in the Windows 2000 Development group.*

8. With the state's complex environment, there may be problems with Windows 2000 functionality that could stall the statewide deployment.

**Risk Mitigation:** *Develop test scenarios and test procedures to rigorously test key critical areas of the Windows 2000 implementation. Ensure Microsoft resources (including MCS and Premier Support with direct contacts to the product groups) are engaged to provide insights to known problems and their resolution, and to help solve unknown problems that are encountered.*